

E-01933A-12-0291



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ORIGINAL

ARIZONA CORPORATION COM

UTILITY COMPLAINT FORM

Investigator: Scott Friedson

Phone: 2013 APR -2 P 12:38

Fax:

Priority: Respond Within Five Days

Opinion No. 2013 - 109837

Date: 4/1/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Roland

Varin

Account Name: Roland Varin

Home:

Street:

Work:

City: Tucson

CBR:

State: AZ Zip: 85730

is: Cellular

Utility Company: Tucson Electric Power Company

Division: Electric

Contact Name:

Contact Phone:

Nature of Complaint:

04/01/2013 (letter received)

ELECTRICE-01345A-10-0394, E-01345A-12-0290, E-01933A-12-0296, E-04204A-12-0297**OPPOSED****

****ELECTRIC****E-01933A-12-0291*****OPPOSED*****

To: ACC-Utilities
1200 W. Washington St.
Phoenix, AZ. 85007

Arizona Corporation Commission

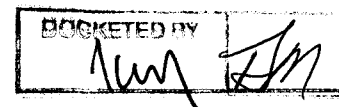
DOCKETED

APR 02 2013

From: Roland Varin

Tucson AZ. 85730

mailmaster@azcc.gov.



21March 2013

Formal Complaint regarding Tucson Electric Power:

Enclosed is information regarding my complaint. Items submitted for your consideration are: Statements and letters from TEP, renter information, electrician and my letter requesting refund from TEP. Note: Outlined in yellow indicates one of several occasions where TEP conflicted with their final letters. During the period of conflict about the episode my tenant and I spoke to a number of different people who indicated the tenants bill was paid, and the problem came about because one dept. did not notify another department.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed in docket numbers E-01345A-10-0394, E-01345A-12-0290, E-01933A-12-0296, E-04204A-12-0297 (Renewable Energy Docket) & 12-0291 Rate Case for opinion regarding change of Rules & REST issues.

NOTE: Complaint portion of this customer letter was handled in No. 107190 in December 2012 by Jenny Gomez. Issues were addressed in that closed complaint. 04/01/2013 Spoke with customer regarding his complaint being addressed by Staff and TEP, he was ok and wanted his opinions docketed. Agreed to docket in the appropriate cases.

CLOSED.

End of Comments

Date Completed: 4/1/2013

Opinion No. 2013 - 109837
